



TERMS OF REFERENCE

Assessment of Quality of Life (QoL) Change for Persons with Disabilities receiving Inclusion III-b's support

Location: Tay Ninh, Binh Phuoc and Dong Nai provinces
Project: Inclusion III-b
Time: May - September 2026

I. INTRODUCTION

I.A. CRS and Its Partners

Catholic Relief Services (CRS) is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS has been operating in Vietnam since 1994. In partnership with government and communities, CRS implements programs in 12 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action and Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

I.B. Project Summary

Binh Phuoc, Dong Nai and Tay Ninh provinces struggle to address the needs of a large number of Persons with Disabilities in their communities. According to the Government of Vietnam (GVN) Inclusion Feasibility Study (FS) in 2021, the numbers of Persons with Disabilities in Binh Phuoc, Dong Nai and Tay Ninh province were respectively 12,716; 23,543 and 25,181 persons, with 4 to 5 percent being Agent Orange Victims (AOVs). The needs for rehabilitation and social services in these provinces were high, ranging from a few thousand to more than twelve thousand demands per province, notably the needs for screening and health examination; insurance and costs supported for rehabilitation; psychological support and social inclusion.

The quality of life (QoL) of Persons with Disabilities in these provinces is still low and they face various problems which have prevented full participation in social life and hindered their ability to maintain their well-being. For the last 30 years, USAID/Vietnam has supported the GVN to improve the QoL of Persons with Disabilities. As part of this effort, USAID/Vietnam has aligned its Country Development Cooperation Strategy (CDCS) 2020-2025 with the GVN Socio-Economic Development Strategy 2021-2030, incorporating a special development objective (SPO) that seeks to improve the QoL for Persons with Disabilities in the target provinces. Improving Vietnamese disability policies in addition to providing assistance to Persons with Disabilities in heavily sprayed provinces, is at the heart of the SPO initiatives.

In 2019, USAID/Vietnam and the Vietnam Ministry of National Defense (MND) committed to supporting persons with disability in provinces sprayed with Agent Orange in Vietnam. Investment for a five-year Project from 2021-

2026, entitled “INCLUSION,” has been approved by the Prime Minister in July 2021. The Project is comprised of 03 Activities operating in different provinces of Vietnam. Inclusion III-b is one of the Activities with the overall goal to improve the quality of life of Persons with Disabilities in provinces heavily sprayed with Agent Orange in Binh Phuoc, Dong Nai and Tay Ninh provinces. The Activity is being implemented by CRS Vietnam from 2023 to 2026 through a partnership approach with four (4) local organizations who specialize in providing rehabilitation and social services to children and adults with disabilities, their families and the service network which supports their inclusion across all aspects of daily life.

CRS is implementing Inclusion III-b with several sub-recipients from 2023 to 2026. CRS Vietnam is seeking an Assessment Team to conduct the QoL Assessment for the Persons with Disabilities receiving assistance from Inclusion III-b. The objectives and scope of works for the assessment are described in the following parts.

II. PURPOSE OF THE ASSESSMENT

II.A. Purpose of the Assessment

The objectives of the assessment are: 1) To evaluate annually the change in the QoL of the Persons with benefiting from USG assistance in the three target provinces; and 2) To learn from the assistance experience and devise recommend improvement of workplans and approach for the next fiscal years.

II.B. Key Audiences and Uses

The key audiences of this assessment are USAID and Implementing Partners - USAID’s Reconciliation and Inclusive Development Office (RIDO) as well as Inclusion III-b and the broader Inclusion Project’s implementing partners to inform follow-on activity implementation and broader future inclusion for Persons with Disabilities in Vietnam.

III. ASSESSMENT QUESTIONS (AQ)

The Assessment Team will develop suitable data collection tools to address following specific learning questions:

- **AQ-1:** Which types of support the Persons with Disabilities have received from Inclusion III-b? How was the availability, accessibility and quality of the support?
- **AQ-2:** How is the QoL of the Persons with Disabilities before and after receiving the Activity supported assistance?
- **AQ-3:** What are the factors influencing the QoL of those Persons with Disabilities?
- **AQ-4:** What are the untapped areas that the Inclusion III-b can create impacts?
- **AQ-5:** Methods and tools for learning suitable or not?

IV. ASSESSMENT METHODOLOGY

IV.A. Assessment Design and Approach

The assessment team will use a mixed-method approach, including Key information interviews (KIIs), Focus Group Discussions (FGDs), Quantitative Survey and Literature Review in carrying out this Assessment to achieve the two objectives as mentioned above.

The assessment will be carried out in three provinces of Binh Phuoc, Tay Ninh and Dong Nai for 01 year in 2024 and can be extended to 2025 and 2026 based on the service quality and performance of the Assessment Team. The timeframe for each task can be seen in the Table 01.

IV.B. Sources of Data and Data Collection Methods

The assessment team will use a mixed-method approach in carrying out this study to achieve the two objectives mentioned above. Four study methods are proposed as the following:

- **Key information interviews (KIIs)** will be done with at least 12 local GVN partners (, e.g. leaders of DOH, DOLISAs and local authorities) across the three provinces around the **AQ-1 and AQ-3** on types, availability, accessibility and quality of the support and factors affecting rehabilitation, health-care and social services for Persons with Disabilities;
- **Focus Group Discussions (FGDs)** with at least 18 local service providers in the three provinces on the **AQ-1 and AQ-3** on types, availability, accessibility and quality of the support and factors affecting rehabilitation, health-care and social services for Persons with Disabilities;
- **Questionnaires Survey** with 180 Persons with Disabilities (PWDs) or their proxies around the **AQ-2** on the changes in their QoL before and after receiving assistance from the Inclusion III-b. The survey will use the World Health Organization’s Quality of Life Short Form and Disability module (WHOQOL-BREF+DIS) for adults from 18-year-old above.¹ For children aged 0-17, quality of life will be measured by the ScoPeO-Kids (for children) and ScoPeO-Family (for children with intellectual disability and multiple disabilities) tools developed by Handicap International.^{2,3,4}
- **Literature review** on the documentations of Sub-recipients and relevant data sources to answer **all AQs** as mentioned above, especially on types of support the Persons with Disabilities have received from the Inclusion III-b; the availability, accessibility and quality of the support.

III.B. Sampling Strategy

The sampling strategy will be based on the list of beneficiaries and program participants provided by CRS accompanied by a planned timeframe for interventions. The Assessment Team will use a clustered sampling method to identify the sample size for each province; and then use stratified sampling method in each province to identify the sample sized need. The sample should represent the population of Persons of Disabilities receiving Inclusion III-b assistance by age, sex, types of assistance, types of disabilities, Sub-recipient.

The sample strategy and sample size will be proposed by the Assessment Team based on the list of beneficiaries and information provided by Sub-recipients at the inception of this Assessment. The Assessment Team will consult with CRS to determine the sampling strategy, size and survey plan within 2 days of the kick-off meeting with CRS and finalize the sampling strategy no later than the second week of the consultancy, for review and approval by CRS.

IV.D. Data Analysis Procedures

The assessment team will conduct data analysis using Excel or equivalent software. The results will be captured in a Findings, Conclusions and Recommendations (FCR) Matrix proposed by the Assessment Team and in presentation slides to present to CRS and other stakeholders as determined required.

¹ See WHO. 2011. WHOQOL-Disabilities Module Manual. https://www.who.int/mental_health/evidence/WHOQOL_DIS_Manual.pdf

² https://humanity-inclusion.org.uk/sn_uploads/document/2015-briefing-measuring_impact-with-scopeo-handicap-international.pdf

³ https://www.hi.org/sn_uploads/document/scopeo_family_mali_rs_fp_42_en_1.pdf

⁴ https://www.pedsqol.org/about_pedsqol.html

IV. ASSESSMENT TEAM

The Assessment Team is expected to consist of up to 6 individuals working across the assessment management, data analysis, technical knowledge (public health, medical or disability sector) and data collection. The Assessment Team will work together with CRS, and in coordination with CRS will work with CRS' partners.

The Assessment Team will develop the assessment protocol in consultation with CRS, and will ensure the use of the standard, validated tools and sampling strategy as required by the project.

The senior members of the Assessment Team will possess the following preferred qualifications and experience:

- Master degree in public health, disability and or data analysis and other relevant fields
- At least 05 years of experience designing and conducting baseline surveys, evaluations and data analysis for learning/documentation for non-governmental organizations (NGOs);
- Having good quantitative and qualitative data analytics skills;
- Excellent oral communication skills and the ability to deliver high quality written reports in English;
- Demonstrable experience in producing high-quality, credible evaluations and documentation.
- The ability to communicate with diverse groups of people respectfully and effectively;
- Strong interpersonal and facilitation skills, and cultural and gender sensitivity in working with local communities and a range of stakeholders;
- Good experience in contributing to high quality assessment processes.

The Assessment Team will ensure that all individuals who collect and process data are well-trained on how to complete the data collection forms. The Assessment Team will make adequate available time for the assessment to achieve the milestones and deliverables in time (as mentioned above in the table "Timeline and deliverables).

The consultancy team will be selected based on adequate skills, experience, and qualifications.

V.REPORTING AND DISSEMINATION PLAN

V.A. Assessment Report

The report will be written in English, and in standard form to enable CRS to share internally and externally. Report's outline will compose the following contents:

- A title page
- A list of acronyms and abbreviations
- A table of contents, including a list of annexes
- An executive summary
- An introduction describing the program's background and context
- A statement of the purpose of the assessment
- Key assessment questions or objectives and a statement of the scope of the assessment, with information on limitations and delimitations
- An overview of the assessment approach and methodology and data sources
- A description of the assessment findings
- Recommendations based on the assessment findings
- Lessons learned and good practices based on the assessment findings
- Appendices

V.B. Dissemination Plan

The Assessment Team will provide the draft report for CRS in the 14th week to get feedback from CRS. The final report will be sent to CRS by 30th September 2024.

The Assessment Team will be responsible for protecting the privacy of the participants and to maintain the confidentiality of data and information being collected.

VI. LOGISTICS

The following support will be provided to the Assessment Team by CRS:

- Transport, accommodation, meals, and other logistical considerations to be coordinated by the Assessment Team or CRS upon the agreement of two parties during Assessment Team recruitment and contract signing.
- Interviews and meetings with relevant stakeholders at the project site will be coordinated by CRS
- Provide list of beneficiaries and related work plans, progress reports and technical deliverables necessary for the Assessment Team.
- Review and provide feedback on the assessment design (methodology & approach), plans, data collection tools, templates, and other related items;
- Validate and provide feedback on the data analysis results and reports

The Assessment team will report to the MEAL Manager within CRS Vietnam. During the assignment the Assessment team will nominate a focal point for coordination with CRS. The assessment team will work closely with the MEAL Manager, Rehabilitation / Disability Inclusion Team Lead, Chief of Party and Deputy Chief of Party to ensure consultancy activities remain fit for purpose and to address and issues as they arise. If required the Assessment team may also be required to interact with the donor, implementing partners and other technical, advisory or management staff within CRS. This will be coordinated through the CRS Vietnam team.

VIII. DELIVERABLES AND TIMELINE

The 2024 assessment should be conducted in 15 weeks and completed by 30th September 2024 as the details in the table below.

Table 1: Timeline and deliverables in 2024

No	Deliverable	Tentative Date	Purposes
1.	Kick-off Meeting with CRS	1st week after contract signing	<ul style="list-style-type: none">• Introductions• Finalization of the scope of work;• Confirm expected deliverables and timelines
2.	Desk Review	1st week	<ul style="list-style-type: none">• Review all related reports and documents
3.	In-brief PPT with CRS	1st week	<ul style="list-style-type: none">• The 1st version of the assessment protocol will be ready for presenting to CRS and its partners, including:

No	Deliverable	Tentative Date	Purposes
			<ul style="list-style-type: none"> ○ Elaboration on the methodology and approach, including assessment design, methods, data collection tools and guidance; ○ Workplan and staffing plan; ○ Limitations of the assessment and Mitigation Strategies
4.	In-brief with USAID and Sub-recipients	2nd week	<ul style="list-style-type: none"> ● Get inputs from CRS and its partners for the 2nd version of assessment protocol ● Gain cooperation with partners with the support of CRS
5.	Final Protocol Submitted	2nd week	<ul style="list-style-type: none"> ● Finalize the assessment protocol, and submit it to CRS
6.	Protocol approved by CRS	2nd week	<ul style="list-style-type: none"> ● CRS will give its approval in written letter
7.	Train enumerators	3 th week	<ul style="list-style-type: none"> ● Develop the training guidance for enumerators ● Provide training for enumerators
8.	Baseline measurement no.1	4 th to 8 th weeks	<ul style="list-style-type: none"> ● Collect the data from the Activity sites
9.	Preliminary Analysis Matrix	9th week	<ul style="list-style-type: none"> ● The first set of collected data is analyzed ● Brief to CRS on the progress and preliminary results
10.	Baseline measurement no.2	12th week	<ul style="list-style-type: none"> ● Get the list of new beneficiaries ● Collect the data from the Activity sites (Only the beneficiaries are newly registered, but not included in the baseline survey No.1)
11.	Preliminary Analysis Matrix	13th week	<ul style="list-style-type: none"> ● The second set of the collected data is analyzed
12.	Validation Event with CRS and Sub-recipient	13th week	<ul style="list-style-type: none"> ● Get the analysis results/figures verified and validated by CRS and Sub-recipients to prepare the report
13.	Draft Report Submitted to CRS	14th week	<ul style="list-style-type: none"> ● Submit the 1st version of the report to CRS ● Get feedback from CRS
14.	Final Report	15th week	<ul style="list-style-type: none"> ● Send the final report to CRS

The number of days for the Assessment team to complete the assessment is anticipated to be around 170 days, including 80 days of the seniors and 90 days of the data collectors.

IX. ETHICAL CONSIDERATIONS

The Assessment Team must ensure that the baseline survey adheres to ethical guidelines as outlined in the American Evaluation Association's (AEA) Guiding Principles for Evaluators. A summary of these guidelines is provided below:

1. Informed Consent: All participants are expected to provide verbal informed consent following standard and pre-agreed consent protocols. For children respondents (under 18 years) in the qualitative assessment, written parental consent is required for each child participating.
2. Systematic Inquiry: Assessment Team conducts systematic, data-based inquiries.

3. Competence: Assessment Team provides competent performance to stakeholders.
4. Integrity/Honesty: Assessment Team displays honesty and integrity in their own behavior and attempt to ensure the honesty and integrity of the entire evaluation/assessment process.
5. Respect for People: Assessment Team respects the security, dignity and self-worth of respondents, program participants, clients, and other assessment stakeholders. It is expected that the Assessment Team will obtain the informed consent of participants to ensure that they can decide in a conscious, deliberate way whether they want to participate.
6. Responsibilities for General and Public Welfare: Evaluators articulate and take into account the diversity of general and public interests and values that may be related to the Assessment.

X. APPLICATION PROCEDURE

CRS will consider applications from Individual Consultants working in a team, consultancy agencies, NGOs and INGOs and academic institutions.

Interested parties are requested to submit the proposal in English, including:

Technical proposal:

- Expression of Interest
- A copy of business license (if any)
- Company profile (if any)
- A concise technical proposal
- A tentative work plan.
- Curriculum vitae (CVs) demonstrating relevant capacity and experience.
- Minimum 02 references for similar assignment
- Example of previous similar work {weblink or portable document format (PDF)}

Financial proposal:

- Propose assessment fee with a detailed breakdown of the daily rate in Vietnam dongs, including tax (VAT/PIT) and travel-related expenses.

Method for submission:

- Proposals should be duly signed, stamped (if any) and submitted to CRS's email: vn_procurement@crs.org
- Closing date for submission: by **12th May 2024**
- Only shortlisted applicants shall be contacted for an interview before contracting.